



"AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION."

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

SENIOR CHILD SUPPORT ANALYST

CONTINUOUS TESTING

OPEN/SPOT: SACRAMENTO COUNTY

4BRCC

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FILLING AND PROCESSING INFORMATION

Continuous Filing and Testing

This is an open, continuous filing and testing examination. Career credits do not apply. Applicants who meet the minimum qualifications may apply for and take this examination. Meeting the minimum qualifications to compete in the Senior Child Support Analyst, Department of Child Support Services exam does not ensure placement on the eligible list. Competitors must successfully pass the examination. Candidates who have taken and passed the examination may not retest for twelve (12) months.

HOW TO APPLY

To apply for this examination, you must submit a complete examination application package. The following documents comprise a complete application package:

- **Completed Employment Application (STD. 678)**
- **Qualifications Assessment Questionnaire**
- **Affirmation Statement**
- **Evidence of completion (copy) of the education requirement**

To obtain copies of the Employment Application, Qualifications Assessment Questionnaire, and the Affirmation Statement, go to the following link
http://www.childsup.ca.gov/portals/0/home/docs/careers/SR_CSA_Exam.pdf

Please complete and submit your examination package to the:

**California Department of Child Support Services
Personnel Services Section/Exam Unit
11150 International Drive
Rancho Cordova, CA 95670**

**Or mail to
California Department of Child Support Services
Personnel Services Section/Exam Unit
P.O. Box 419064 MS 631
Rancho Cordova, CA 95741-9064**

Application packages submitted without these documents may be rejected.

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES OR STATE PERSONNEL BOARD.

CONTINUOUS FILING

The California Department of Child Support Services will accept applications on a continuous basis.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**POSITION
DESCRIPTION AND
LOCATION**

The Senior Child Support Analyst is the advanced journey level in this series. Under general supervision, provide technical expertise to staff regarding child support debt collection issues; provide lead assistance to either Child Support Specialists, Department of Child Support Services, or Child Support Technicians, Department of Child Support Services; provide training to new staff, and ongoing training regarding the use of research tools for job effectiveness; work with other leads to develop and maintain consistent guidelines for review and recommend improvements that will produce a more efficient flow of work within the program; develop issue papers; prepare status reports and briefing documents and present oral briefings as requested; review completed staff work on child support accounts for resolution; recommend and document procedural guidelines; analyze and evaluate the more difficult issues which involve special handling and/or requests from Local Child Support Agencies (LCSA) or other offices within the Department of Child Support Services; determine family violence concerns; coordinate inter-group activities and act as a liaison with other units; review and analyze documents for purposes of substantiation or rebuttal to staff recommendations; evaluate the progress of Specialist, Department of Child Support Services/Technician, Department of Child Support Services, and identify specific examples for input into the supervisor's employee performance evaluations; review and resolve complex and sensitive compliance issues with county clients, debtors, and their representatives; analyze legislation and provide recommendations; provide direct customer service by responding to the more complex public inquiries and complaints escalated by the Service Provider Contractor (SP) customer service staff; delegate incoming services requests from Central Financial Workers-Local (CFW-Ls) to the Statewide Disbursement Unit (SDU) and escalated calls from Enterprise Customer Service Center (ECSS participates in, researches, and drafts such as SP and Business Partner (BP) contract change requests (CRs) and budget change proposal (BCP) analysis; develop interagency agreements and contracts and work cooperatively with other sections within the Department of Child Support Services, LCSAs, and other outside agencies; provide leadership and guidance to passport release program (PRP) staff; recommend actions that may be taken to accelerate the collection and compliance of each obligor not meeting criteria for passport release; request statistics/reports to perform analysis for future business needs and forecasting; maintain and update the Child Support Enforcement system (CSE) employer data file; provide oversight for the SP's ongoing non-IV-D data gathering and data entry activities, including program evaluation and monitoring for compliance with contractual obligations; and serve as a subject-matter expert for SP non-IV-D data gathering/entry staff.

Positions exist with the Department of Child Support Services in Rancho Cordova.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of when the test is taken. It is your responsibility to make sure you meet the minimum qualifications. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

EITHER I

One year of experience in the California state service performing the duties equivalent to a Child Support Specialist, Department of Child Support Services, Range C.

OR II

One year of experience performing the duties of a Staff Services Analyst, Range C; or performing duties involving evaluating child support program situations/issues and developing recommendations on program planning and evaluation, analyzing child support legislation, and/or technology research or methods.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION
(Cont.)****OR III**

Experience: One year of county child support caseload management or collection and/or county child support fiscal/financial management experience that includes the collection, disbursement, and tracking of county child support accounting functions comparable in responsibility to a Child Support Specialist, Department of Child Support Services.

AND

Education: Equivalent to completion of 60 semester or 90 quarter units of college, which must include at least one course each in basic accounting or Federal or State business or commercial law. Students who have completed at least 30 semester or 45 quarter units of college will be admitted to the examination, but must produce evidence of completion of the 60 or 90 units before they can be considered eligible for appointment. (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required.

Note: Evidence of completion of required course work or enrollment must be attached to your application at the time of filing (i.e., copy of Transcripts). Applications received without this information may be rejected.

SALARY RANGE

\$4711 – \$5900 per month

**EXAMINATION
INFORMATION****Qualifications Assessment Questionnaire – Weighted 100%**

This examination consists of a Qualifications Assessment Questionnaire weighted 100%. To obtain a position on the eligible list, a minimum rating of 70% must be attained.

SCOPE

In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis will be on measuring competitively, relative to job demands, each candidate's:

A. Knowledge of:

1. Basic accounting practices.
2. Types of business organizations.
3. Basic business practices and management.
4. Programs, policies and Federal and State laws governing DCSS.
5. The functions, applications, or processes administered and performed by the department.
6. Effective and assertive interviewing techniques.
7. Compliance and enforcement techniques and procedures.
8. Information technology systems relevant to work, including automated and non automated databases and sources of information used to locate individuals and assets.
9. Principles and practices of State administrative and legislative processes.
10. Functions and organization of various agencies involved in child support programs.
11. Child support case management knowledge.
12. Suspended collections processes.
13. Methods to resolve suspended and misallocated child support collections.

SCOPE (cont.)**B. Ability to:**

1. Communicate effectively.
2. Reason logically and creatively and utilize a variety of analytical techniques to evaluate situations, resolve problems, and develop solutions.
3. Analyze child support case and account history and patterns of payments.
4. Link and unlink child support participants.
5. Exercise good judgment.
6. Provide excellent customer service using good communication skills.
7. Provide good resolutions to problems.
8. Prepare complete and concise reports.
9. Maintain confidentiality.
10. Utilize automated tools to communicate with customers.
11. Establish and maintain effective working relationships with others in a team environment.
12. Exercise independent judgment.
13. Utilize a variety of analytical techniques to resolve problems.
14. Apply program knowledge in analyzing, evaluating, and resolving complex problems.
15. Analyze data and present ideas and information effectively.
16. Consult, advise, and represent the department on a wide variety of subject-matter areas.
17. Provide technical assistance to staff.
18. Train and develop staff.
19. Provide input to supervisors regarding staff performance.

**SPECIAL
PERSONAL
CHARACTERISTICS**

Employees should have a demonstrated ability to act independently with initiative, flexibility, and tact; demonstrate the capacity for assertiveness, firmness, and discretion in communications with the public, while maintaining courtesy, and efficiency, and effectiveness.

**ELIGIBLE LIST
INFORMATION**

A departmental open eligible list will be established for Department of Child Support Services and will be used to fill vacancies. The list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS
PREFERENCE**

Veterans Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Child Support Services (DCSS) is committed to a strong policy of equal employment opportunity. To this end, DCSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by DCSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact California Department of Child Support Service's Examination Unit at (916) 464-5200 four weeks after the application submission date if he/she has not received correspondence regarding the examination.

GENERAL INFORMATION (CONTINUED)

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Child Support Services, Personnel Services Section, at (916) 464-5200 three weeks after the final filing date if he/she has not received a progress notice.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department, Department of Child Support Services and at www.jobs.ca.gov.

If you meet the requirements stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Child Support Services and The California Department of Human Resources reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1.) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2.) An entrance examination is defined, under the law, as any open competitive examination. and 3.) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history. Fingerprinting may also be required.

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**P. O. BOX 419064 – MS 631****RANCHO CORDOVA, CA 95741-9064**

For the hearing impaired, call the California Relay Service:

From TTY phones: 1-800-735-2929

From voice phones: 1-800-735-2922

DCSS TTY telephone number: Sacramento (916) 464-5624

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY device.